

we, the people of the VI, desperately need better more reliable services. Enabling competition is the only way to achieve this. Innovative stifles competition through the local PSC which it controls. The owner had nothing when he got here and now flies around in his own 727 and buys up companies in other countries, yet we cant get good service. Here are a couple of examples of the service: 1) in February 2005, my Internet went down every Friday night and stayed down all weekend and did not come back up till the following week when I used work contacts to contact ICC engineers directly to get it reset, 2) our business has been limited in its ability to do business outside of the territory because of the unreliability of the phone and Internet services. 3) We have had outages at work that lasted a week, the last one was caused by Innovative's own employees hacking the lines with a machete because they were on strike...Innovative never granted us credits for the outages, 4) Until we cancelled our T1 line 2 years ago for a new, cheaper DSL line that has performed as well as the T1, we paid \$3500 per month for the T1 and often had speeds less than 256k, and finally, the service and wait times always are always very long.

Please allow Choice to compete. The local PSC and Innovative will never allow it...its up to you.

Thank you!